
From: Vas Niksic [REDACTED]
Sent: Thursday, 8 October 2020 8:12 AM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission’.

Categories: Submission

To whom it may concern.

I’m writing to put forward my protest against Mitsubishi’s submission for exclusive servicing over 10 years. As a small business owner I feel this move would be detrimental to the survival of independent workshops such as mine.

We as an industry have worked so hard to compete with the big dealerships providing a level of service over and above what the dealerships offer however this proposal of theirs would be a dagger to the heart of our industry. I feel that if Mitsubishi were successful that would open the door for all dealerships to follow suit.

This move would cost countless jobs over time and I believe would drive a lot of us small independents out of business. Having been in business for over 20 years the challenges that we have faced with competition with the large dealerships has been a massive battle. With their fixed price servicing we wouldn’t see our regular clients for at least 5 years. Once they do return we then have to hope they don’t buy a new car anytime soon. If this timeframe went out to 10 years it would destroy us.

My belief is that if the dealerships offer such a high level of service as they claim then they wouldn’t need to resort to such tactics. Their claims are always that if it’s genuine then it’s the best but you would find countless examples that this isn’t always the case. Selling a vehicle to someone then giving them the option to have a 10 year warranty would make it almost impossible to win that client back from the dealers.

I’d be happy to discuss further.

Kind Regards.



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